

SECTION 3

COLLECTIONS AND INFORMATION SERVICES

LIBRARY MATERIALS SELECTION POLICY

It is the function of the Arcadia Public Library to select a variety of materials that will fulfill the Library's mission statement:

It is the mission of the Arcadia Public Library to provide full and equal access to materials and services that meet the educational, informational, historical and individual interests of a diverse community.

Responsibility for the selection of library materials rests with the Director of Library and Museum Services. Under the Director's supervision, selection is delegated to the professional members of the staff.

The purpose of the Library Materials Selection Policy is to ensure that the Library provides materials in a variety of formats, taking into consideration the varied tastes, interests, reading abilities and physical limitations of the public served and the limitations of library funds. This Materials Selection Policy gives assurances that the Library's collection will include:

1. Standard classics representative of American and international cultures.
2. Contemporary works providing patrons with an appreciation of the varied trends in modern thought and expression.
3. Materials supporting both sides of controversial issues, giving readers an opportunity to develop their critical sense, and to arrive at intelligent though often opposite conclusions.

In selecting materials for purchase, adding gift materials or when items are being evaluated for retention or replacement, the Librarian takes into consideration:

1. Timeliness and significance of the subject.
2. Reliability and accuracy of factual material.
3. Opinions expressed by reviewers in review media.
4. Advance notices and pre-publication announcements supplied by publishers and professional reviewing services.
5. Public demand for a specific item.
6. Local industrial, business and professional needs and interests.
7. Cost of the item in relation to funds available.
8. Physical condition of the item and space limitations.
9. Duplication of material already in the Library.
10. Availability of material in nearby libraries, if local interest is limited to small or specialized groups.

Suggestions for purchase from the general public are always given serious consideration using the above criteria.

The Library subscribes to the philosophy articulated in the Library Bill of Rights, the Freedom to Read and the Freedom to View statements.

GIFTS TO THE LIBRARY

The Arcadia Public Library welcomes gifts of library materials and monetary contributions. These gifts help enrich the ability of the Library to fulfill its mission. The Library accepts:

MONETARY CONTRIBUTIONS

The Library is pleased to accept direct contributions and bequests, which are placed in its Gifts and Grants trust account, the Children's Reading Program trust account, or in the Teen Reading Program trust account. The City of Arcadia, and consequently the Library as a City department, is a tax-exempt organization and donations to the City are given the same treatment as gifts to a 501(c)(3) organization. (See City Tax Status Letter in the forms section.)

Per the City Charter, monetary gifts are subject to the approval of the City Council. (Arcadia City Charter, Section 809).

Monetary contributions may be made for Memorial or Honor Books. Using these funds, the Library will purchase a book (or books) in a requested subject area, in keeping with its *Library Materials Selection Policy*. A special bookplate will be placed in the book naming the honoree. (See special Memorial and Honor Book form in the forms section.) The Library cannot guarantee that an item will be kept in perpetuity and cannot take responsibility for notifying a donor if an item is lost or withdrawn.

Contributions and bequests are also accepted by the Library's two support organizations, the Friends of the Arcadia Public Library and the Arcadia Public Library Foundation. Both groups are fully qualified as 501(c)(3) organizations and donations are tax-exempt.

LIBRARY MATERIALS

Used books, paperbacks, and other library materials in good condition can often be used to enhance the Library's collection. Materials are evaluated for inclusion using the criteria in the *Library Materials Selection Policy*.

Items not needed by the Library may be sold by the Friends of the Arcadia Library in their bookstore.

Neither the Library nor the Friends can accept donations of magazines or materials in poor condition. Neither the Library nor the Friends can take responsibility for returning unwanted items to a donor.

Upon request, donors will be given a receipt stating the date and number of items received. (See the Receipt form in the forms section.) Internal Revenue Service Regulations do not permit the Library to place value on donated materials.

HISTORICAL MATERIAL AND PHOTOGRAPHS

In an effort to preserve and make accessible the history of Arcadia, the Library is interested in receiving donations of materials about the history of Arcadia, its people, institutions, and businesses. A Deed of Gift, assigning copyright to the Library along with open and unrestricted use, must be completed for each item. (See Deed of Gift in forms section.)

All gifts become the property of the Arcadia Public Library and may be utilized, sold or disposed of in the best interests of the Library.

DISPOSAL OF LIBRARY MATERIALS POLICY

This policy safeguards that withdrawn library materials are disposed of in an orderly and legal manner, and identifies disposal methods.

The Board of Trustees of the Arcadia Public Library authorizes the Library Director, or designee(s), to withdraw and dispose of library materials.

In order to maintain a collection of materials that best serves the community, the Library must periodically withdraw library materials (books, magazines, DVDs, CDs, etc.) from the collection for a variety of reasons according to library best practices.

Library materials will be disposed of accordingly:

1. Materials will be transferred to the Friends of the Arcadia Public Library to be disposed of at their discretion in the most appropriate and efficient manner.
2. If the materials cannot be disposed of, they will be recycled or discarded.

Patrons are not allowed to purchase or receive withdrawn material directly from the Arcadia Public Library staff. All sales must go through the Friends of the Arcadia Public Library Bookstore.

REQUEST FOR EVALUATION OF LIBRARY MATERIALS

Library patrons who want to file a complaint regarding Library materials will be asked to fill out the Request for Evaluation of Library Materials form.

The Director of Library and Museum Services, or a member of the professional staff designated by the Director, will review the Request for Evaluation of Library Materials taking into consideration the Library Materials Selection Policy and review media. The Director of Library and Museum Services will respond to the patron in writing in a timely fashion after receipt of the completed Request for Evaluation of Library Materials form. Accompanying the decision will be copies of relevant reviews, the Book Selection Policy, the Library Bill of Rights, and/or the Freedom to Read and Freedom to View statements. The Director of Library and Museum Services will provide the Library Board with a copy of the completed Request for Evaluation of Library Materials and the written response.

The decision of the Director may be appealed in writing to the Library Board. The Board will evaluate in open meetings the work according to criteria in the Library Materials Selection Policy. After the evaluation, the Library Board will notify the patron by mail of its decision. All decisions by the Board are final. Until such review takes place and a decision is made, no removal or restriction of the questioned item shall take place.

Patrons who want to question or express their concerns regarding Library procedure or policy or register a complaint about staff behavior will be asked to fill out the Statement of Concern or a Comments form.

INTERNET USER'S POLICY

The Arcadia Public Library is pleased to offer Internet access through public library computers as well as access through a public wireless network (Wi-Fi) as another service that helps to fulfill its mission to provide free and equal access to information. Patrons with a current Library card are allowed, up to 2 hours per day, free Internet usage on public library computers. Guest passes, valid for day of purchase only, are available for visitors without a Library card or patrons wanting additional access time.

The Library has no control over the information accessed through the Internet and cannot be held responsible for its content, accuracy, reliability or security. The Library, through Internet pages and subscription services, provides links to useful Internet sites using the same criteria as it does for the selection of Library materials. However, because the Internet is unregulated and there may be links to subsequent sites from our recommendations, the Library disclaims any responsibility for the content or availability of those additional sites. The Library is not responsible for lost data, spam, or disruptions in service, and cannot guarantee privacy or security when using the public computers or networks.

Filtered Internet computers are provided, but filtering software cannot control access to ***all*** materials that an individual may deem inappropriate. The wireless network system does not have filtering software and is unsecured. As users may find some Internet material offensive or in some way objectionable:

- Parents are strongly encouraged to supervise their children's Internet sessions.
- Users should take personal responsibility to avoid offensive content and not disclose it to others.
- Discreet placement of personal laptops or other devices to minimize inadvertent viewing, including the Library's unfiltered computers in the Tech Center, is the obligation of each user.
- All users are expected to respect the privacy of other users and not invade that privacy in an attempt to censor or comment upon what others are viewing.

To help protect the privacy of all users and sensitivities of other Library patrons, the Library attempts to minimize unintentional viewing of screen content, to the extent that it is feasible to do so, by intentional placement of public access computers and cubicles. All users should, however, take personal responsibility for concealing any private data or inappropriate content that might be viewable by others.

By using the Library's public computers or wireless (Wi-Fi) networks for access to the Internet, users are subject to and must accept the user guidelines as follows:

- Due to the security risks associated with the use of public networks or computers, users may choose not to send personally identifying information about themselves or others.
- The Library's public computers and Wi-Fi networks may not be used for illegal activities, including but not limited to: child pornography, hacking, and sending harassment or hate mail.
- The user is responsible for observing all copyright laws, patents, and licensing agreements.

- The display of obscene materials (harmful matter) to minors (under 18 years of age) is illegal. The exhibition or display of such materials may constitute a crime and authorities may be called.
- All users of the public computers designated as “UNFILTERED” must be 18 years of age or older or have the written consent of a parent or legal guardian.
- Users may not engage in disruptive or inappropriate behavior when using computers.
- The downloading of software applications onto public computers is prohibited.
- The user agrees to abide by all posted time limits.
- The user shall report any hardware or software malfunctions on public computers to staff.

Abuse of Library equipment or the Library’s Wi-Fi network, any attempt to access or tamper with the operating systems of the Library’s public computers, or failure to follow the Library’s policies as set forth in this “Internet User’s Policy” or the Arcadia Public Library “Standards of Behavior”, may result in the loss of Internet privileges. The user may also be held financially liable for any damage to the equipment.

ARCADIA PUBLIC LIBRARY SOCIAL MEDIA POLICY

For the purpose of this policy, social media are any web applications, site or accounts created and maintained by the Arcadia Public Library which facilitates an environment for library staff and library users to share opinions and information about library related subjects/issues. The Library recognizes and respects differences in opinion. In general, comments, posts, images, and messages are welcome; however, they will be reviewed, and the following types of material will be removed:

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarized material or posts in violation of the copyright, trademark right, or other intellectual property right of any third party
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Commercial promotions or spam
- Photos or images that fall into any of the above categories

Notwithstanding the foregoing, the Library is not obligated to take any such actions, and will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area within the service. The Library is not responsible for the content of any followers', friends' or contributors' personal accounts or websites that users may view in the course of using the Library's social media.

By posting content, the user agrees to comply with these policies and also agrees to indemnify the Arcadia Public Library, the Arcadia Public Library Board of Trustees, the City of Arcadia, and its officers and employees from and against all liabilities, judgments, damages, and costs (including attorney's fees) incurred by any of them which arise out of or are related to the posted content.

INTER-LIBRARY LOANS

Recognizing that no library can meet all the needs of its patrons, the Arcadia Public Library participates in interlibrary loans. The Library will request materials for its patrons and supply materials for patrons of other libraries. The Library subscribes to the philosophy and practices outlined in the "Interlibrary Loan Code for the United States" developed by the Reference and User Services Association of the American Library Association.

The Arcadia Public Library considers interlibrary loan requests as circulation records and thus subject to the Library's policies on Privacy and Confidentiality.

Patrons must pay an interlibrary loan fee for each request as specified in the Library's schedule of Fines and Fees. Patrons are also responsible for any charges made by the supplying library. Patrons are responsible for payment for any item that is lost or damaged before its return to the Arcadia Public Library.

Interlibrary loan of reference materials, fragile items, most audiovisual materials and current materials generally cannot be obtained and there is no guarantee that a requested item will be obtained. The delivery date of an item cannot be guaranteed. Patrons are limited to submitting no more than five requests at one time.

Patrons will honor any restrictions placed on items by the supplying library, as well as the due date set by the Arcadia Public Library. If an extension of a loan is requested, the Library will make an effort to have the loan period extended; however, there is no guarantee that an extension will be granted and items are subject to recall by the supplying library.

REPRODUCTION OF LIBRARY MATERIALS

General Library Materials

The Library recognizes the need for patrons to make copies of various Library materials. In order to facilitate copying, self-service photocopy machines and printers for computers are made available. A per page fee is charged.

Historic Library Materials

The Library also provides a mechanism for the reproduction of its historic photographs and local history materials. Because of their rare and fragile nature, these materials may not be borrowed. Arrangements may be made for patrons to bring in their own equipment, have a professional photographer make copies on the premises, have Library staff make digital copies or work through the Library's designated photographer.

Charges for Photographic Reproductions: Patrons will be responsible for the cost of the reproduction of the materials; these charges are payable directly to the photographer or the Library if staff makes copies in any media. In order to help the Library preserve the material, the patron will also be responsible for the cost of creating an archival quality negative if the Library does not already own one.

Use Charges: Patrons will also be responsible for paying use charges directly to the City of Arcadia at the time an order is placed. Use charges fall into the following categories:

Private or non-profit use: this fee is for one-time use of an image by individuals or non-profit groups.

Commercial use: this fee is for one-time use of an image in publications, media, electronic media or public display.

The Director of Library and Museum Services shall have authority regarding use of historic materials and interpretations of policy decisions. Appeals may be made to the Library Board of Trustees in writing.

Credit: The Arcadia Public Library must be given credit as the source of an image when it is used in any publications, media production, web site or public display. The credit line should read: *Courtesy, Arcadia Public Library, Arcadia, California.*